# **ATTACHMENT 22**



Pamela A. Nelson

June 11, 1997

Mr. Jerry Hendrix **BellSouth Interconnection Services** 675 W. Peachtree Street Atlanta, Georgia 30375

Dear Jerry,

Room 12W54 Promenade II 1200 Peachtree St., NE Atlanta, GA 30309 404 810-3100

I received your memo of May 21, regarding due date and appointment scheduling for AT&T. It is AT&T's position that BellSouth's response forces AT&T to develop a process inferior to that which BellSouth employs for itself for due date assignment and appointment scheduling, and as such does not meet the parity requirements of the Telecommunications Act of 1996 and our Interconnection Agreement.

BellSouth currently has the ability to provide to the end user with a due date which is calculated based on the service address, facilities available and particular features and services requested. Once the due date is calculated, BellSouth has the ability to reserve an installation appointment for the customer. AT&T has asked BellSouth to provide that same capability through the long term interface. BellSouth has offered only the ability to estimate a due date based on a dynamic installation calendar and a standard interval guide. BellSouth's proposal contains no provision to allow reservation of customer appointments.

It appears that BellSouth has the capability to meet AT&T's requirements. Per BellSouth's LENS documentation, users who input service orders directly into LENS are given a due date that is calculated by BellSouth and these users have the ability to schedule premise appointments for that service order. The due date calculation and appointment scheduling function are performed prior to the submission of the Local Service Request. Based on our knowledge of the LENS functionality, it is difficult to understand your assertion that the functionality to schedule an appointment and reserve a due date in a pre-order mode does not exist within BellSouth. The due date and appointment scheduling functionality I have described above is the exact functionality that AT&T desires that BellSouth provide in the long term gateway. If BellSouth can provide this functionality in LENS, BellSouth should be able to provide it in the long term application.

Our implementation schedule for the development of the pre-ordering application can not tolerate further delay in closing on requirements that are to part of this development for year end 1997. To this end, AT&T proposes that we develop the limited capability that BellSouth has proposed as the initial step to be complete by the introduction of the pre-ordering interface at year end 1997. This initial functionality will include the ability to view a dynamic installation calendar and a work interval guide. This is the functionality described as the Inquiry function in the LENS documentation.

As we are implementing the initial functionality described above, AT&T and BellSouth must continue to negotiate the requirements that will modify the due date and appointment scheduling function to provide parity in accordance with AT&T's requirements, presented and agreed to in the version 3 specification document. Agreement on the modifications must be reached no later than August 5, 1997 for scheduling parity to be in place not later than early 1Q98.

Please provide your response by June 13, 1997.

Sincerely,

Paula 4 Jelan

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BellSouth Teleparameniagologe, Inc. 404 927-7163 Room 34591 BellSouth Center 675 West Peachtree Street, N.E. Atlanta, Georgia 30375

June 24, 1997

Ms. Pam Nelson Room 12W54 Promenade II 1200 Peachtree Street, NE Atlanta, GA 30309

Dear Ms. Nelson:

This letter is in response to your letter to Jerry Hendrix, dated June 11, and received June 18.

As stated in Jerry's memo of May 21, 1997, BellSouth does not have the functionality of scheduling an appointment and reserving a due date on a pre-order inquiry. They do however, have access to the installation and maintenance and central work force calendar needed to approximate a due date.

As you stated in your letter, "BellSouth has the ability to provide to the end-user a due date which is calculated based on the service address, facilities available and particular features and service requested." You go and state that once a due date is calculated, BellSouth has the ability to reserve an installation appointment.

The key word in your statement is "Requested." When the BellSouth service representative actually requests those services, the due date and appointment scheduling are available. If, however, the representative is in the inquiry mode, the representative is limited to a central work force calendar that allows them to approximate a due date. If that due date, and the overall feature/service offering meets the customer needs, the representative can request, or place the order, and schedule an appointment and reserve a due date. This same functionality will be available to the CLECs.

I hope this clears up your confusion.

Sincerely,

----

ce: Linda Tate Bob Siegel

# ATTACHMENT 23



Pamels A. Nelson

Floom 12W54
Promenade II
1200 Peachtree St., NE
Atlanta, GA 30309
404 810-3100

August 21, 1997

Ms. Janice Burriss BellSouth Suite 410 1960 W. Exchange Place Tucker, GA 30084

Dear Jan:

This letter confirms our discussion yesterday regarding BellSouth's obligations to implement electronic reject capability.

Our Georgia interconnection agreement requires BellSouth to provide AT&T with the elextronic capability to receive service order rejects by no later than March 31, 1997. BellSouth has failed to meet that date and subsequent commitments to provide such capability by April 21, 1997, July 31, 1997, and then September 8, 1997.

Marcia Moss of BellSouth now states without explanation that BellSouth will not be providing such capability until November, eight months from that negotiated date set forth in our interconnection agreement.

Such delay can no longer be tolerated. Until this electronic capability exists, AT&T must obtain this information by facsimile. BellSouth's failure to implement an on-line capability for rejected orders is seriously impacting AT&T's ability to provide service at parity with BellSouth to its customers in Georgia and constitutes a continuing barrier to AT&T's market entry in Georgia.

AT&T expects BellSouth to meet the September 8, 1997, date for implementation of the electronic reject capability. Please reaffirm by no later than Monday, August 25, 1997 that the electronic reject capability will be in place by the September 8, 1997, date. Please note that our agreement to accept the September date should not be construed as a waiver of our rights under the interconnection agreement.

Sincerely.

Paul Anelon

# **ATTACHMENT 24**

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